



# **Bulletin**

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**2003-12 B**

## **Municipal Readiness for E-Government**

To: Mayors, Managers, Boards of Selectmen, Chief Information Officers/MIS Directors

From: David L. Davies, Director of Information Technology

Date: May 29, 2003

Subject: Municipal Readiness for E-Government

As you may be aware, the Division of Local Services, like many other state and municipal agencies, has continued to utilize various technologies to lower costs, improve services and increase efficiency. Our important publications and notifications are now available only in electronic format (Bulletin 2003-09B). Plans and programs are underway to increase this reliance on technology by allowing and encouraging local officials (assessors, accountants, collector/treasurers, and others) to submit data directly to DLS over the Internet for regulatory review and approvals.

While these strategies have enormous potential benefit to both local and state governments, a successful implementation must first take into account the realities of Internet and e-mail access within each city and town hall. In addition, as we anticipate this exchange of electronic local data, we will need your assistance in identifying a local official who will oversee the important authentication and authorization process and assign access to staff responsible for submitting data to DLS. Local management is critical to ensure that proper safeguards are in place, and we will work with communities to identify and support appropriate local managers.

The attached survey aims to quickly assess, at this point in time, municipal readiness for the expansion of so-called e-government services. DLS intends to obtain a comprehensive picture of this readiness in 351 cities and towns at the close of the FY03 fiscal year to better guide implementation of new on-line services in FY04. DLS will, therefore, follow up this letter with phone calls and on-site visits as necessary. Please take a few minutes to complete and return this one-page questionnaire or forward it to the appropriate official within your community. Thank you.

## Municipal Readiness for E-Government

Municipality \_\_\_\_\_ Name \_\_\_\_\_ Position/Title \_\_\_\_\_  
*Check or circle as appropriate-*

**1. Internet access – At what level do municipal employees or officials have access to the Internet?**

- a) \_\_\_\_\_ Individual employees have Internet access through a municipal network;
- b) \_\_\_\_\_ Departments have Internet access through network or departmental stand-alone systems;
- c) \_\_\_\_\_ Departments share Internet access through single stand-alone system within city/town hall;
- d) \_\_\_\_\_ Employees obtain work-related Internet access through home or personal computers;
- e) \_\_\_\_\_ Departments have no Internet access.

**2. Email access –**

- a) \_\_\_\_\_ Municipality provides Email accounts for individual employees for work-related functions;
- b) \_\_\_\_\_ Personal e-mail accounts used for municipal business;
- c) \_\_\_\_\_ Departments have no e-mail access for officials or employees for municipal business.

**3. Type of Internet Connection –**

- a) \_\_\_\_\_ Modem dial-up – dedicated to Internet and e-mail;
- b) \_\_\_\_\_ Modem dial-up – shared with other functions, e.g., fax, telephone;
- c) \_\_\_\_\_ Broadband – cable, T1, other;
- d) \_\_\_\_\_ Departments have no Internet connection.

**4. Local Authentication/Authorization Management\***

- a) Designated Chief Information Officer/MIS Director/or equivalent?
  - 1. \_\_\_\_\_ Community has a CIO/IT/MIS Director to undertake this role: e-mail address: \_\_\_\_\_;
  - 2. \_\_\_\_\_ Community has no information technology staffing.
- b) In absence of above CIO, who could perform function of maintaining a list to authenticate and authorize local officials doing e-government business with state agencies?
  - 1. \_\_\_\_\_ Paid employee; Title: \_\_\_\_\_; e-mail address: \_\_\_\_\_
  - 2. \_\_\_\_\_ Volunteer official; Title: \_\_\_\_\_; e-mail address: \_\_\_\_\_
  - 3. \_\_\_\_\_ No one.

\*Any secure state-local data exchanges will require local administration of identities and authorized roles for local officials of various departments. One person, designated by the municipal CEO, should be authenticated and authorized by the state to manage and delegate authentication/authorization within each municipality.

**5. Have any funds been budgeted for FY04 to address any of the above questions?**

<u>Yes</u>	<u>No</u>	
_____	_____	1. Internet Access
_____	_____	2. E-mail Access
_____	_____	3. Connection
_____	_____	4. CIO/IT/MIS Management

Please mail or fax this completed survey to David Davies, Division of Local Services, P.O. Box 55490, Boston, MA 02205-5490, **FAX 617-626-2330**. Comments and suggestions are welcome and will be included in survey findings. Please direct questions to Mr. Davies at 617-626-2383.